IMPLEMENTING ELECTRONIC HEALTH RECORDS
LESSONS LEARNED

The Prince George's County Health Department Sexually Transmitted Disease (STD) Control Program Experience

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OBJECTIVES

- Describe
  - challenges and
  - benefits

  of implementing an electronic health record (EHR) system into a public health STD Clinic

- Identify
  - Opportunities

  in EHR utilization

WEBCHART:

The Prince George's County Health Department (PGCHD) Electronic Health Record (EHR)

Transition to Electronic Health Records (EHR)

PGCHD EHR-WebChart

PGCHD EHR News

PGCHD Electronic Health Record

- Web based
  - accessed via internet

- Created from a primary care perspective
  - vs a public health perspective
    - Targeted services
    - Targeted Information
      - Sexual history

EHR - WebChart

- **Phase I - December 3, 2012**
  - Implemented Phase I of WebChart to replace the old electronic data base/medical record system that was based on paper medical records and manual data entry that had been in use since 1986

- **Phase I**
  - Scheduling Appointments &
  - Patient Registration in WebChart

PGCHD EHR - WebChart

- **Phase II - March 11, 2013**
  - Implementation of Phase II –
    - all STD clinical services documented in one system-WebChart
    - Discontinued use of ICIS (old system) and use of paper medical records/charts
    - All clinical documentation entered electronically
    - Labs orders entered electronically
    - Onsite Lab Results entered / Offsite Results scanned into system

PGCHD WebChart EHR

- **Clinical Documentation**
  - Family History
  - Social History
  - Medical History
  - Past Procedures or
    - surgeries
  - Presenting Medications
  - Immunizations
  - Pregnancy History
  - Allergies/Intolerences
  - Vitals

WebChart Medical Record

PGCHD WebChart

- **Challenges cont'd**
  - No Disease Investigation Module
    - Field Investigations, Partner Service Interviews, Reporting Requirements
    - Use of two (2) systems- WebChart & MIS System
  - Reports Modules Incomplete
  - Encounters Incomplete
  - Additional Customization Needed

PGCHD Electronic Health Record

- **Benefits**
  - Registration
    - Scanned ID
    - Photo ID
  - Appointment system
    - Ability to schedule advance appointments
    - Staff can make, view and edit appointments
  - Electronic forms & documents
  - All Health Department Clinics/Programs utilize one system
  - Access to system available offsite

WebChart

WebChart-Opportunities

- Patient e-access to records/portal for patients
- Appointment reminders
- Enhanced coordinated care w/in Health Department
- Awareness of other Health Issues
  - E-Referrals

- E-prescriptions
- Interface with other systems (i.e. DHMH laboratory, Disease Investigation/Case management & reporting systems)
- Billing Capabilities

IT IS ALL ABOUT

PATIENTS & PATIENCE

QUESTIONS